

High Sick Leave Consumption Public Health & Wellness

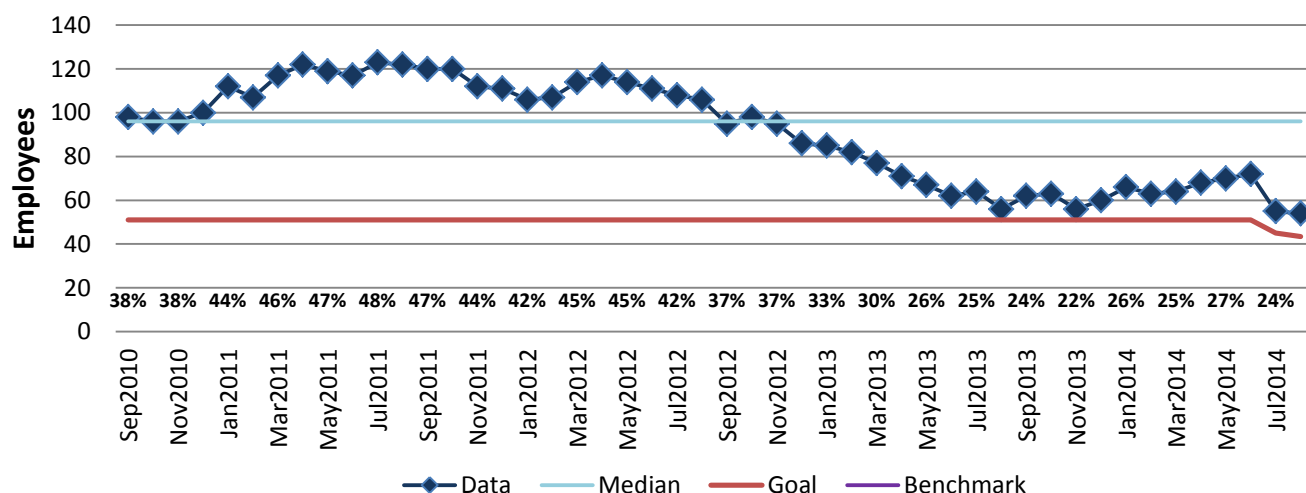


KPI Owner: Tammy Anderson

Process: Sick Leave Management

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY12- 45% of total employees (115)		Data Source: PeopleSoft Goal Source: Dept Mgmt Team Benchmark Source: OPI Internal Study	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: Reduce the number of employees with high sick leave consumption to no more than 20% of the total number of public health and wellness employees by June 30, 2015.			Measurement Method: The number of employees in a department who have used 9 or more out of 12 sick days in a 12 month period		
Benchmark: 15% of workforce			Why Measure: Promote a culture where sick time is used appropriately		
			Next Improvement Step: Collect data on explanatory factors associated with sick leave usage		
How Are We Doing?					
Sep2013-Aug2014 12 Month Avg Goal	Sep2013-Aug2014 12 Month Average		Aug2014 Goal	Aug2014 Actual	
50	63		43	54	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.